

Issues & Complaints

Livesmart aims to provide excellent levels of customer service at all times and ensures that your time in our property is a pleasurable one. If any problems do arise please do not hesitate to contact us:

- By email using the contact us page
- By telephone to 0800 028 2936
- By letter to our Hartlepool office; or
- In person to any representative of Livesmart

This includes issues with your tenancy, your rental payments, problems with neighbours or complaints about the service received from Livesmart. Please do not hesitate to contact us with any queries which relate to your tenancy.

When you contact us to report an issue or with a query we will tell you how and what we will do in response and how quickly we will reply. We will endeavour to acknowledge all enquiries within 2 days and provide a detailed response within 14 days. Where we need to investigate issues we will tell you if a reply will be delayed whilst we complete investigations.

We hope that any issues are resolved at an early stage and that the use of the formal complaints process is not necessary. Complaints may relate to the actions (or inactions) of Livesmart direct employees or appointed sub-contractors.

Where you are dissatisfied with the level of service provided by Livesmart and wish to make a complaint please notify us as soon as possible. We prefer to receive formal complaints either in writing or via email but will respond to complaints made either in person or by telephone.

Complaints will initially be investigated by a Senior Property Co-ordinator (or equivalent), on receipt of a complaint an acknowledgement will be given within 3 working days. A full investigation will be carried out and detailed response provided within 15 days.

When tenants remain dissatisfied after this first stage you may complain to the Operations Manager who will again acknowledge receipt within 3 working days. Again the complaint will be fully investigated and a detailed response provided within 10 working days.

When it is not possible to complete investigations within our timescales stated, you will be notified in writing of the reason for the delay and anticipated timescale for the formal response.

When you remain dissatisfied you will be advised of the right to seek legal redress and the opportunities in respect of external mechanisms including ombudsman service.